

WHEREFORE, the Plaintiff moves this honorable Court to certify the above identified Class and determine said Plaintiff to be adequate representative of the Class in this cause.

COUNT I
VIOLATION OF UNFAIR AND DECEPTIVE TRADE PRACTICES ACTS
DECLARATORY RELIEF AND INJUNCTION

(Fla. Stat. §501.201, et. seq. and similar laws of other states)

37. The Plaintiff and the Class reallege and incorporate herein paragraphs 1. through 26. above, as if recited in full.

38. This is an action for a declaratory judgment and for injunctive relief pursuant to Fla. Stat. §501.201, et. seq., Florida Unfair and Deceptive Trade Practices Act, the Federal Trade Commission Act, 15 U.S.C. and related acts (hereinafter referred to as “FDUTPA”).

39. The FDUTPA incorporates the Federal Trade Commission Act (hereinafter referred to as “FTC” and “the Act”, respectively), and provides for a private cause of action for any trade practices which would otherwise violate the Federal Trade Commission Act, regulations promulgated pursuant thereto, and related Federal case law. Virtually all states have similarly enacted “little FTC” Acts.

40. Conduct in violation of FDUTPA violates the similarly enacted Deceptive and Unfair Trade Practices Acts of other states.

41. Plaintiff and the Class are “consumers” as defined in FDUTPA.

42. The providing of Internet services by Defendants constitutes a “trade ~~or~~ commerce” under FDUTPA.

43. The actions of Defendants in charging for its unnecessary and unwanted long distance service pursuant to “negative option” or “default” contracts constitutes an unfair method of

competition, an unconscionable act or practice, and/or an unfair or deceptive act or practice in the conduct of any trade or commerce in violation of FDUTPA.

44. Defendants' past and continued collection of money pursuant to the said "negative option" or "default" contracts is against public policy and is otherwise unfair and inequitable.

45. Defendants continues to contract, bill, and charge its customers for its unnecessary and unwanted long distance service in numerous instances where such customers have not contracted for same and, accordingly, Defendants continues to violate FDUTPA and is likely to violate the Act in the future.

WHEREFORE, Plaintiff and the Class pray that the conduct of Defendants be declared to be in violation of FDUTPA and that it is likely that Defendants would continue to violate FDUTPA in the future; and that the Court enter judgment (i) enjoining Defendants from charging for is unnecessary and unwanted long distance service using purported "negative option" or "default" contracts in the future, (ii) awarding attorneys' fees and costs; and (iii) for such other and further relief as the Court may deem just and proper.

COUNT II
VIOLATION OF UNFAIR AND DECEPTIVE TRADE PRACTICES ACTS
DAMAGES

(Fla. Stat. §501.201, et. seq. and similar laws of other states)

46. The Plaintiff and the Class reallege and incorporate herein paragraphs 1. through 26. above, as if recited in full.

47. This is an action for damages which exceed \$15,000.00 pursuant to Fla. Stat. §501.201, et. seq., Florida Unfair and Deceptive Trade Practices Act, the Federal Trade Commission Act, 15 U.S.C. and related acts (hereinafter referred to as "FDUTPA").

48. The FDUTPA incorporates the Federal Trade Commission Act and provides for a private cause of action for any trade practices which would otherwise violate the Federal Trade Commission Act, regulations promulgated pursuant thereto, and related Federal case law. Virtually all states have similarly enacted “little FTC” Acts.

49. Conduct in violation of FDUTPA violates the similarly enacted Deceptive and Unfair Trade Practices Acts of other states.

50. Plaintiff and the Class are “consumers” as defined in FDUTPA.

51. The providing of Internet services by Defendants constitutes a “trade or commerce” under FDUTPA.

52. The actions of Defendants in charging for its unnecessary and unwanted long distance service pursuant to “negative option” or “default” contracts constitutes an unfair method of competition, an unconscionable act or practice, and/or an unfair or deceptive act or practice in the conduct of any trade or commerce in violation of FDUTPA.

53. Defendants’ past and continued collection of money pursuant to the said “negative option” or “default” contracts is against public policy and is otherwise unfair and inequitable.

54. As a direct and proximate result of the unfair and deceptive trade practices of Defendants, Plaintiff and the Class have been damaged in an amount equal to actual damages, attorneys’ fees and costs, plus prejudgment interest.

WHEREFORE, Plaintiff and the Class pray that the conduct of Defendants be adjudged as violative of FDUTPA and that Plaintiff and the Class were harmed as a direct and proximate result of such violation; and that the Court enter judgment (i) awarding the Plaintiff and the Class damages

in an amount equal to actual damages, plus prejudgment interest; (ii) awarding attorneys' fees and costs; and (iii) for such other and further relief as the Court may deem just in the premises.

COUNT III
RESTITUTION OF MONEYS PAID UNDER
VOID OR VOIDABLE CONTRACTS

55. Plaintiff and the Class reallege and reincorporate paragraphs 1. through 26. above, as if recited in full.

56. This is an action for damages that exceed \$15,000.00.

57. Because Defendants', in charging Plaintiff and the Class for its unnecessary and unwanted long distance service, treated silence and inaction as "acceptance," Defendants failed to form valid contracts with Plaintiff or the Class.

58. Based on the foregoing, Plaintiff and the Class are entitled to a ruling that the provisions in all of Defendants' purported "contracts" for its unnecessary and unwanted long distance service are void *ab initio* or voidable .

59. As a result of Defendants' collection of charges for the unnecessary and unwanted long distance service, without enforceable contracts entitling them to do so, Plaintiff and the Class are entitled to restitution of all such charges paid by them, plus prejudgment interest.

WHEREFORE, Plaintiff and the Class pray that the conduct of Defendants be adjudged insufficient either to communicate valid offers or to form binding contracts; that the contracts purportedly formed pursuant to such offers for the unnecessary and unwanted long distance service be declared void or voidable; and that the Court enter judgment for Plaintiff and the Class for the recovery of all amounts paid to Defendants for the unnecessary and unwanted long distance service,

plus prejudgment interest, for costs of this action, and for such other and further relief as the Court may deem just in the premises.

COUNT IV
BREACH OF CONTRACT

60. The Plaintiff realleges and incorporates herein paragraphs 1. through **26.**

61. This is an action for damages which exceed \$15,000.00.

62. The Plaintiff and Class members have contracts or at least “quasi contracts” with Defendants for a local modem phone line for their computers.

63. Defendants have breached these contracts by charging and collecting for their unnecessary and unwanted long distance service.

64. As a direct and proximate result of Defendants’ aforestated breach, Plaintiff and the Class have been damaged.

65. Plaintiff and the Class have otherwise fully performed and all conditions precedent to bringing this action have been met.

WHEREFORE, Plaintiff and Class members demand a judgment in damages against Defendants, including prejudgment interest, for costs of this action, attorneys’ fees and for such other and further relief as the Court may deem just under the circumstances.

COUNT VI
BREACH OF DUTY OF GOOD FAITH AND FAIR DEALING

66. Plaintiff and the Class reallege and reincorporate paragraphs 1. through **26.** above, as if recited in full.

67. This is an action for damages that exceed \$15,000.00.

68. Defendants have a duty of good faith and fair dealing which is implied **as** a matter of law in each of its contracts with Plaintiff and the Class for local servicemodem phone lines.

69. Defendants breached their duty of good faith and fair dealing by, *inter alia*, creating purported “negative option” or “default” contracts for its unnecessary and unwanted long distance service.

70. As a direct and proximate result of Defendants’ breach, Plaintiff and the Class have been damaged.

WHEREFORE, Plaintiff and the Class pray that judgment be entered against Defendants for such amount **as** the Court may determine, plus prejudgment interest, for costs of this action, and for such other and further relief **as** the Court may deem just in the premises.

DEMAND FOR JURY TRIAL

Plaintiff herewith demands trial by jury as to all matters so triable.



James A. Staack, Esquire
STAACK, SIMMS & HERNANDEZ, P.A.
121 N. Osceola Avenue, 2nd Floor
Clearwater, FL 33755
P h (727) 441-2635
Fax: (727) 461-4836
FBN: 296937 SPN: 00804684
Trial Counsel for Representative Plaintiff

EXCLTGT-AMQP-COMPLAIN.WPD



TELEPHONE NUMBER 813 265-4274 940122
ACCOUNT NUMBER 151227064927131910
STATEMENT ENDING Jan 4, 1999

PAGE 1 OF 10

How to Reach Us

ACCOUNT SUMMARY

LINDA A THORPE

GTE billing
questions
or to order
GTE services,
call the GTE
Customer Link
Service Center
1 800 483-5512

Previous charges
Amount of last bill \$ 32.75
Payment received. Thank you. CR 32.75
Balance \$.00

Current charges
GTE regulated services \$ 11.86
GTE non-regulated services 1.95
AT&T regulated services 3.67
Total current charges \$ 17.48

To avoid a 1.5% late
payment charge, payment
must be received before
February 04, 1999.

1/22/99
amt 8765
17.48

Total amount due	\$ 17.48
Due date for current charges only	Jan 28, 1999

Centro de GTE
1 800 PIDA GTE
1 800 743-2483

Keep ▲ Please see reverse side for additional information.

Composite Exhibit "A"



TELEPHONE NUMBER	813 265-4274	940122
ACCOUNT NUMBER	151227064927131910	
STATEMENT ENDING	Jan 4, 1999	

PAGE2 OF 1D

About Your Bill

How to pay your bill

Please mail your payment using the return envelope. Include the payment stub to ensure proper credit.

If you pay in person, bring your entire bill, including the payment stub, to an authorized payment location.

Be sure to write your area code and telephone number on your check.

Questions about your bill

If you have questions concerning your bill, please call the appropriate "billing questions" number which appears in the yellow band on your bill.

Previous payments

You may have sent us a payment not processed in time to be reflected on your current billing statement. Please deduct any amount already paid before sending your current payment.

Past due amounts

The due date on **your** bill only applies to the current charges. Any **past** due amount should be paid immediately.

Service suspension for non-payment

Based on the state regulatory and notice requirements, once your bill is past due, some or all of your service may be suspended. Charges may apply to suspend and reconnect service. A deposit to reestablish your credit may also be required.

Returned checks

In some states, a returned check charge may apply for each check returned for any reason.

Additional information

Please consult your **local** Directory for additional billing and service information.

*It's our
privilege to
serve you.*





TELEPHONE NUMBER	813 265-4274	940122
ACCOUNT NUMBER	1512270649271319 10	
STATEMENT ENDING	Jan 4, 1999	

PAGE3 OF 10

PAYMENTS

1 Payment received on Dec 12.	CR 10.94
2 Payment received on Dec 30.	CR 21.81
Payment(s) applied to previous charges.	Total CR \$ 32.15

*GTE SmartCall
Products and
Services Automated
Helpline
1 800 GTE-6855
1 800 483-6855*

GTE REGULATED SERVICE (Jan 4 to Feb 4)

Description	Qty	Unit Rate	
3 Tele/access act charge	1	.11	.11
4 Residence line - measured rate	1	7.00	7.00
5 FCC access charge	1	3.50	3.50
		Total	\$ 10.61

GTE LOCAL CALLS

*Billing for
813 265-4274*

Extended Calling Service Summary

Call area	No. of calls	Rate per call	
6 St Petersburg	1	.2500	.25
		Total	\$.25

Total local calls \$.25

REGULATED SERVICE TAXES AND SURCHARGES

7 Federal excise tax at 3.00%	.33
8 Florida intrastate gross receipts tax	.28
9 County 911 Funding Fee	.39
	Total \$ 1.00

GTE regulated service charges \$ 11.86

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on Page 1.

OPTIONAL GTE**NON-REGULATED SERVICE (Jan 4 to Feb 4)**

Description	Qty	Unit Rate	
10 Inside Wire Maintenance Plan	1	1.95	1.95
		Total	\$ 1.95

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IS 1227 8132654274 940122 10 06 FL211*HBRDA1 00059362 4F0000606581



TELEPHONE NUMBER	813 265-4274	940122
ACCOUNT NUMBER	151227064927131910	
STATEMENT ENDING	Jan 4, 1999	

PAGE 4 OF 10

GTE non-regulated service charges **\$ 1.95**

Total GTE charges **\$ 13.81**

If you experience repair problems with your GTE Long Distance,
please call 1 800 483-8494.

T= 4

15 1227 8132654274 940122 10 06 FL211*HBRDA1 00059362 4F0000606582



TELEPHONE NUMBER	813 265-4274	940122
ACCOUNT NUMBER	15 1227064927131910	
STATEMENT ENDING	Jan 4, 1999	

PAGE 5 OF 10

Residence customer access charges increase January 1...

If you have ISDN service, the federal subscriber line or access charge for your ISDN basic rate interface (BRI) line has increased from \$5 to \$6.07 a month. You'll see this change on either this month's **bill** or your February bill, but you won't be backbilled to the effective date of the change. **See** interstate or FCC subscriber line or access charge. (Varies by state.)

If you have more than one telephone line at your address, your federal subscriber line charge, or access charge also has increased from **\$5** to \$6.07 a month for each additional line. See "Non-primary interstate access charge" on this bill. Your primary line access charge remains unchanged - \$3.50.

The **non-primary interstate** access charge is required under FCC rules. These rules are intended to make local telephone company rates compatible with the new competitive environment created by the Telecommunications Act of 1996.

Questions? Call us toll-free at 1-800-605-4637. Check the left-hand side of your bill for the numbers to handle **all** your other **billing** questions, **repair** needs or service order requests.

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TELEPHONE NUMBER	813 265-4274	940122
ACCOUNT NUMBER	15 1227064927131910	
STATEMENT ENDING	Jan 4, 1999	

PAGE 6 OF 10



**We've told you what you can do to prevent cramming.
Now, we're going to tell you what we're doing.**

Cramming, when you're billed for phone services you didn't order, has recently become one of the most popular phone frauds - and GTE's helping you stand up to the offenders. We've changed our policy to allow only telecommunication and information-related charges on your bill beginning Jan. 1, 1999. We're going to stop billing for non-telecommunications fees, such as "club fees" or "membership fees" for psychic or sports chat lines. We'll also begin asking for authorization for any new service that goes on your GTE bill, other than long-distance services.

It's important to us at GTE that your phone bill is accurate. We want to help you ensure that you're protected against phone fraud and not paying for any services you didn't order.

Phone Facts, found regularly on this page of the bill, help you be a better telephone consumer.

www.gre.com



PAGE 7 OF 10

TELEPHONE NUMBER	813 265-4274 022
ACCOUNT NUMBER	151227064927131910
STATEMENT ENDING	Jan 4, 1999

GET AN INFORMATION GUIDE WITH OVER \$100 IN SAVINGS!

GTE provides a wide range of great products and services, which can bring you convenience and savings. For instance, did you know we provide long distance service, and depending on your location, Internet service, cellular service, and satellite TV? And you may be able to get all of this on one bill.

Discover all the great products and services GTE can bring you. Simply sign below and we will send you an Information Guide with over \$100 in savings on some of our most popular products and services. (Product availability will vary depending on location.)

Your Right to Privacy as a GTE Customer

By federal law, you have the right, and GTE has the duty to protect the confidentiality of information regarding the telecommunication services to which you subscribe. This includes things like how many telecommunication services you have, which services and features you use, how many calls you make, what tune of day you make the most calls, and the related billing for these services.

With your permission, we would like to share your information among the GTE family of companies for the purpose of creating products, services, and discounts to best match your needs. The GTE family of companies includes local and long, distance services, cellular and PCS services, Internet access, cable and satellite video services and telecommunications equipment providers. If you would like a list of these GTE companies, check out our web page at www.gte.com or call us at 1-888-GTE-MENU. Please sign and grant us permission to share your telecommunications information among the GTE family of companies so that we can customize the communications plan which best meets your needs.

**Detach
Here**

We need your approval to use the information. So if you'd like to participate, just sign below, tear along the perforation, and send your signature to us with your bill payment. Your permission is valid until you withdraw it. If you change your mind for any reason, you may withdraw your consent by calling us at 1-888-GTE-MENU. Naturally, your decision to grant or deny permission will not affect the excellent service you have come to expect from GTE.

GTE respects your privacy and will not sell, trade, or share your confidential information with anyone outside of GTE, except as required by law.

YES! Please send me the Information Guide with over \$100 in savings right away. I have read "Your Right to Privacy as a GTE Customer," and I grant GTE permission to share my information only among the GTE family of companies.

**** Please include this notice with your bill payment in the enclosed envelope. ****

Signature _____ Date _____

GTE-Q85-98M

Ob119271319

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00059362 4F0000606585



TELEPHONE NUMBER	813 265-4274 022
ACCOUNT NUMBER	151227064927131910
STATEMENT ENDING	Jan 4, 1999

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IS 1127 8132654274 940122 10 06 FL211*HBRDA1 00059362 4F0000606586



TELEPHONE NUMBER 813 265-4274 022
 ACCOUNT NUMBER 1512270649271319 10
 STATEMENT ENDING Jan4 19^{on}

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AT&T billing
 questions
 1 800 222-0300

COMMUNICATIONS SERVICES

Billing for AT&T



The following charges appear on your GTE bill as a service to AT&T. Direct your billing questions to the phone number in the yellow border of this page.

AT&T Invoice Charges For Period Ending DEC 27, 1998

AT&T Regulated Service

Calls billed to
 813 265-4274

Direct Dialed Calls

Date	Time	Place called	Number called	Period	Min.	Amount
Dec 21	8:53 pm	Sarasota FL	941 316-0865	Eve	17	\$ 1.70
Total						\$ 1.70

Other Charges and Credits

	Amount
Carrier Line Charge	\$.85
For an explanation of this charge, please call 1 800 532-2021.	
Universal Connectivity Charge	.93
For an explanation of this charge, please call 1800 532-2021.	
Total	\$ 1.78

Taxes and Fees on Regulated Services

	Amount
Federal Tax @ 3%	\$.10
Florida Gross Receipts Tax Surcharge	.05
Florida Intrastate Gross Receipts Surcharge	.04
Total	\$.19

AT&T Regulated Invoice charges **\$ 3.67**

Total for this invoice period **\$ 3.61**

ARE YOU MOVING?

Taking your AT&T services along is as easy as 1,2,3.

- Get your new phone number by contacting your new local company.
- Advise them that you want AT&T Long Distance Service in your new home.
- Call 1 800 MOVE ATT, ext. 38278, to enjoy continuous benefits of your AT&T calling plans and services in your new home.

Total for AT&T **\$ 3.67**



TELEPHONE NUMBER 813 265-4274 022
ACCOUNT NUMBER 151227064927131910
STATEMENT ENDING Jan 4, 1999

PAGE 10 OF 10

AT&T billing
questions

1 800 222-0300

COMMUNICATIONS SERVICES (continued)

Billing for AT&T



To order an AT&T calling card, True Reach Savings[®] or other long
distance services, call 1-800-222-0300.



TELEPHONE NUMBEK 813 265-4274 940122
ACCOUNT NUMBER 151227064927131910
STATEMENT ENDING Mar 4, 1999

PAGE 1 OF 6

How to Reach Us

ACCOUNT SUMMARY

LINDA A THORPE

GTE billing
questions
or to order
GTE services,
call the GTE
Customer Link
Service Center
1 800 483-5512

GTE repair
call
Customer Care
1 800 483-1000

Centro Hispano
de GTE
1 800 PIDA GTE
1 800 743-2483

Previous charges
Amount of last bill \$ 14.07
Payment received. Thank you. CR 14.07
Balance \$.00

Current charges
GTE regulated services
GTE non-regulated services \$ 12.93
AT&T regulated services 3.16

Total current charges \$ 17.83

Total amount due \$ 17.83
Due date for current charges only Mar 28, 1999

To avoid a 1.5% late
payment charge, payment
must be received before
April 04, 1999.

CA# 8211
3/17/99
17.83

Keep ▲ Please see reverse side for additional information.

Composite Exhibit "B"



TELEPHONE NUMBER	813 265-4274	940122
ACCOUNT NUMBER	151227064927131910	
STATEMENT ENDING	Mar 4, 1999	

PAGE 2 OF 6

About Your Bill

*It's our privilege
to serve you.*

How to pay your bill

Please mail your payment using the return envelope. Include the payment stub to ensure proper credit.

If you pay in person, bring your entire bill, including the payment stub, to an authorized payment location.

Be Sure to write your area code and telephone number on your **check**.

Questions about your bill

If you have questions concerning your bill, please call the appropriate "billing questions" number which appears in the yellow band **on** your bill.

Previous payments

You may have sent us a payment not processed in time to be reflected **on** your current billing statement. Please deduct any amount already paid **before** sending your current payment.

Past due amounts

The due date on your bill only applies to the current charges. Any past due amount should be paid immediately.

Service suspension for non-payment

Based **on** the state regulatory and notice requirements, once your bill is past due, some or all **of** your service may be suspended. Charges may apply to suspend and reconnect service. A deposit to reestablish your credit may **also** be required.

Returned checks

In some states, a returned check charge may apply for each check returned for **any** reason.

Additional information

Please consult your local Directory for additional billing and service information.

Mail payments to:
GTE Florida
P.O. Box 31 122
Tampa, FL
33631-3122





TELEPHONE NUMBER	813 265-4274	940122
ACCOUNT NUMBER	1512270649271319 10	
STATEMENT ENDING	Mar 4, 1999	

PAGE 3 OF 6

PAYMENTS

1 Payment received on Feb 25.		CR 14.07
Payment(s) applied to previous charges.	Total	CR \$ 14.07

*GTE SmartCall
Products and
Services Automated
Helpline
1 800 GTE-6855
1 800 483-6855*

GTE REGULATED SERVICE (Mar 4 to Apr 4)

Description	Qty	Unit Rate	
2 Tele/access act charge	1	.11	.11
3 Residence line - measured rate	1	7.00	7.00
4 FCC access charge	1	3.50	3.50
		Total	\$ 10.61

GTE LOCAL CALLS

*Billing for
813 265-4274*

Extended Calling Service Summary

Call area	No. of calls	Rate per call	
5 St Petersburg			
		Total	\$.50

Total local calls \$.50

REGULATED SERVICE TAXES AND SURCHARGES

6 Federal excise tax at 3.00%	.34
7 Florida intrastate gross receipts tax	.28
8 County 911 Funding Fee	.39
	Total
	\$ 1.01

GTE regulated service charges **\$ 12.12**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on Page 1.

OPTIONAL GTE**NON-REGULATED SERVICE (Mar 4 to Apr 4)**

Description	Qty	Unit Rate	
9 Inside Wire Maintenance Plan	1	1.95	1.95
		Total	\$ 1.95



TELEPHONE NUMBER	813 265-4274	940122
ACCOUNT NUMBER	15 1227064927131910	
STATEMENT ENDING	Mar 4, 1999	

PAGE 4 OF 6

<i>GTE non-regulated service charges</i>	\$ 1.95
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<i>Total GTE charges</i>	<i>\$ 14.07</i>
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If you experience repair problems with your GTE Long Distance,
please call 1 800 483-8494.

T= 4

IS 1117 8111654279 940122 10 04 FL211*HBRDA1 00038464 4F0000275756



TELEPHONE NUMBER 813 265-4274 022
ACCOUNT NUMBER 151227064927131910
STATEMENT ENDING Mar 4, 1999

PAGE 5 OF 6

AT&T billing
questions
1 800 222-0300

COMMUNICATIONS SERVICES

Billing for ATVI



The following charges appear on your GTE bill as a service to AT&T. Direct your billing questions to the phone number in the yellow border of this page.

AT&T Invoice Charges For Period Ending FEB 27, 1999

AT&T Regulated Service

Other Charges and Credits	Amount
Carrier Line Charge	\$ 1.70
For an explanation of this charge, please call 1 800 532-2021.	
Universal Connectivity Charge	1.86
For an explanation of this charge, please call 1 800 532-2021.	

Total \$ 3.56

Taxes and Fees on Regulated Services	Amount
Federal Tax @ 3%	\$.11
Florida Gross Receipts Tax Surcharge	.09
Total	\$.20

AT&T Regulated Invoice charges \$3.76

Total for this invoice period \$ 3.76

Starting next month, AT&T will be changing your billing frequency. Instead of being billed for your AT&T Long Distance charges monthly, you will be billed every other month. NO ADDITIONAL CHARGES WILL APPLY. You will still receive your local telephone bill each month. In months when your AT&T Long Distance charges exceed \$20, you will receive a monthly bill. For questions, or to return to monthly billing, please call us toll free at 1 800-222-0300.

Total for AT&T \$ 3.76

To order an AT&T calling card, True Reach Savings[®] or other long distance services, call 1-800-222-0300.



TELEPHONE NUMBER 813 265-4274 022
ACCOUNT NUMBEK 151227064927131910
STATEMENT ENDING Mar 4, 1999

PAGE 6 OF 6

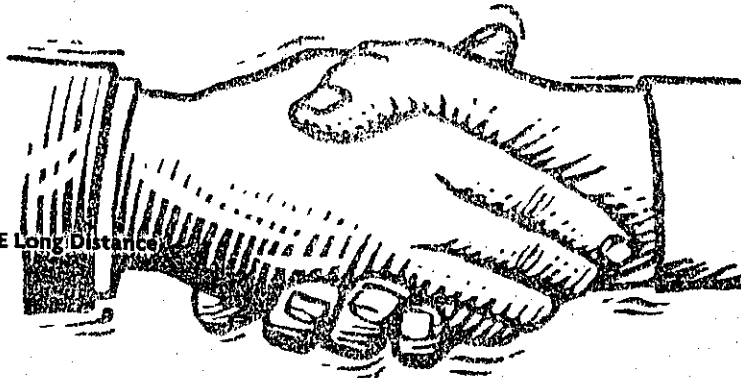
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T= 6

15 1227 8132654274 940122 10 04 FL211*HBRDA1 00038464 4F0000275758



GTE Long Distance



March 31, 1999

Linda A. Thorpe
16119 Dew Drop Ln.
Tampa, FL 33625-1362



Reference Number:
813-265-4274

Dear Linda A. Thorpe,

We're happy to confirm your recent change in service, and would like to thank you for continuing to save with GTE Long Distance. We know you have a lot of options when it comes to choosing a long distance company, and we'll keep working very hard to prove that you've made the right decision.

One way to do this is by offering terrific value. We're sure you'll be pleased to see how affordable keeping in touch can be with your new service. But providing low rates to you is just the beginning; it's also important for us to know that you are completely satisfied. That's why you can call our toll-free customer service line at 1-888-483-7547, Monday through Friday 8:00 a.m. to 8:00 p.m., Saturday 8:00 a.m. to 5:00 p.m. and Sunday 10:00 a.m. to 3:00 p.m. (CST). A representative will be happy to help you with any questions or concerns.

Again, thank you for choosing GTE Long Distance, and enjoy your new service.

Sincerely,

Rena M. Taguchi
Director, Long Distance

P.S. Please take a moment to review the attached confirmation form. It details your new services and savings, and is also a convenient reference for future use. Should you have any questions, feel free to call us toll-free at 1-888-483-7547.

Composite Exhibit "C"

■ **GTE Total Call™** - You get one low flat rate of just 14¢ per minute,* any time of day, 7 days a week, 365 days a year! You save on all your calls.

RATE PER MINUTE	TYPE OF CALL
14¢	Direct-dial state-to-state
35¢	Calling card calls (40¢ surcharge)
25¢	GTE In Touch™ (35¢ Canada)

*14¢/minute rate may not apply to regional long distance calls in some states.

Please do not send your payments to any of the addresses in this package. Only one savings plan per each account you have with us. GTE Long Distance rate plans are governed by FCC tariffs.

* You pay this 14¢/minute rate on all your state-to-state calls, but it may not apply to regional long distance calls in some states.



TELEPHONE NUMBER 813 265-4274 940122
ACCOUNT NUMBER 151227064927131910
STATEMENT ENDING Se 4, 1999

PAGE 1 OF 6

How to Reach Us

ACCOUNT SUMMARY

LINDA A THORPE

GTE billing
questions
or to order
GTE services,
call the GTE
Customer Link
Service Center
1 800 483-5512

GTE repair
call
Customer Care
1 800 483-1000

Previous charges

Amount of last bill \$ 37.20
No payment received. .00
Amount past due \$ 37.20

Current charges

GTE regulated services \$ 21.30
GTE non-regulated services 4.01
Total current charges \$ 25.31

Total amount due \$ 62.51
Due date for current charges only Sep 28, 1999

To avoid a 1.5% late
payment charge, payment
must be received before
October 05, 1999.

amt #8383
9/29/99
25.31

A PORTION OF THE
TOTAL AMOUNT DUE
IS PAST DUE. DUE
DATE APPLIES TO
CURRENT CHARGES
ONLY.

Centro Hispano
de GTE
1 800 PIDA GTE
1 800 743-2483

Keep ▲ Please see reverse side for additional information.

Composite Exhibit "D"